

## IS 498 Internship

Summer 2019 – Thursdays, 1:00-2:50 PM – GSE&IS 111

Course web site: <https://ccle.ucla.edu/course/view/19F-INFSTD498-1>

### Instructor

Diana Ascher, PhD, MBA

[ascher@gseis.ucla.edu](mailto:ascher@gseis.ucla.edu)

(310) 310-\*\*\*\*

### Office hours & location

Tuesdays, 3:30 PM – 4:30 PM

GSE&IS Room 102A

## SYLLABUS

### Catalog description

Supervised professional training in a library or information center approved by internship coordinator.

Minimum of 120 hours per term. May be repeated twice. S/U grading.

### Course Objectives

- To acquire specialized competence through supervised work experience at the professional level
- To test basic professional competencies as well as the capacity to meet professional level performance requirements

### Relationship to other courses

Internships offer the opportunity to apply to professional practice the theoretical understanding and ideal practices conveyed in core and elective classes. Students should actively and critically reflect on how their professional experience in the internship site reflects, counters, or requires adaptation of what they have learned in their coursework. Internship experiences may also suggest directions for future coursework or focused study to support students' research interests and/or career directions.

### Course requirements

- Attendance at required class meetings in Week 0 (Sep 26), Week 5 (Oct 31), and Week 10 (Dec 5)
- Submission of written assignments via CCLE by due dates; submission of site evaluation by due date
- Completion of 120 hours of work at the internship site, as verified by site supervisor

### Recommended reading

There is no required text for this course, but reading management advice and case studies may provide helpful insights on situations you encounter in the workplace. There are many good ones out there, but I recommend these in particular for their concise, relevant, and constructive content:

*Ask a Manager*

<http://www.askamanager.org/>

*Center for Nonprofit Learning: Case Studies*

[http://www.nonprofit-learn.org/research\\_case\\_studies.aspx](http://www.nonprofit-learn.org/research_case_studies.aspx)

## Assignments & Evaluation

In addition to activities and projects you will be working on at your internship site, you will have specific assignments to complete for the classroom component of this course. **Unless otherwise specified, you should submit all assignments via CCLE.**

Assignments correspond to the number of quarters you have worked as an intern for your current internship site. If this is your first internship experience with a site, complete the assignments listed under “First quarter at internship site.”

### *First quarter at internship site*

1. **Briefly explain what value you bring to the internship.** (Due Week 0 – Sep 26)  
Take no more than a page or so (~250 words) to reflect on the following: How will you contribute to the business/functions of the site? Which of your past experiences, skills, or talents may be especially valuable in this setting? What perspectives or added value might you have to offer that another classmate or peer would not bring to the table?
  
2. **Goals & Objectives/Student Learning Outcomes** (Due Week 1 – Oct 4)  
Meet with your site supervisor to determine what activities you will participate in and what projects you will work on during your internship. You and your site supervisor must develop this assignment together. The objectives/outcomes should directly align with or relate to the goals of an IS Internship as listed in the Course Objectives section. In this assignment, be sure to link individual planned activities to an objective, to specific professional competencies, and to the expected learning outcomes. This assignment is not intended to be a laundry list of tasks, but it should include specific activities and document a plan that is designed collaboratively to be implemented within the time frame of the academic quarter.
  
3. **Site Description** (Due Week 6 – Nov 8)  
Complete the online form (address on CCLE) with detailed information about your site. You may also turn in hard copies or upload (via CCLE) any brochures, handouts, orientation materials, or other documentation that will further describe your site.
  
4. Select and complete one **Paper/Project** from the choices below (Due Exam Week – **Dec 12**). You may also propose a different final paper/project deliverable based on your work at the internship site; this proposal must be submitted for approval at least two weeks before the due date (no later than Nov 28).
  - Prepare a 5-7 item annotated bibliography of readings and resources (books, journal articles, web sites, etc.) on a topic related to your internship site or project.
  - Submit a detailed outline or draft of a training document for a successor at your internship site. Include any improvements to the training you received, if needed.
  - Design/develop a conference session proposal on a topic related to your internship site or project. Include the proposal specifications from the conference CFP and full details on co-presenters, as appropriate.
  - Write a job description/posting for a full- or part-time position based on your internship, or on another needed role that you have identified at your site. Include at least 2-3 examples of similar positions and your basis for an estimated salary range, supply budget, and other costs.
  - Prepare a project proposal for an event, program, or strategic initiative at your internship site. This should include, at the very least, a description, justification, and estimated budget.
  - Research available grants and funding sources that might be relevant to your site and prepare a report on 3-5 funding opportunities. Include application deadlines, eligibility requirements, restrictions or matching requirements (if any), and identify which specific projects or initiatives

might be supported with funds from each source.

- Conduct an informational interview with a professional at your internship site or elsewhere to learn more about the career path, scope, and duties of the position, etc.

#### *Second quarter at same internship site*

1. **Revisit or rewrite the goals and objectives of your internship** (Due in Week 2 – Oct 11)

Meet with your site supervisor to discuss and update priorities for this quarter of your internship. Describe any new/additional activities, projects, or objectives. Set goals for completion of project components or performance targets for large, ongoing projects. Will this period of time be a continuation of your previous work, or will you begin a new project, expand your role/responsibilities, or have other changes to your work? Consider developing at least one goal for yourself to accomplish this quarter, based on last quarter's experience. This might be a skill/interest/activity/task that was introduced last quarter that you want to expand or deepen; it may be a professional goal related to the internship project, such as presenting or publishing project outcomes.

2. **Identify professional reading** (Due in Week 6 – Nov 8)

**List at least 5** items of professional reading (books, manuals, journal articles, research reports, software, blogs, etc.) and **read at least 2** professional journals appropriate to your internship site this quarter. These resources should be separate from training materials you may have used; they should not be introductory reading, but should instead support continued mastery of your job and the field(s) of which it is part. Provide full and correct citations for these readings and briefly explain their relevance/value. For the journal readings, consult all issues that are current/published during the term of your internship (if the journal is a quarterly, go back far enough to read at least two issues).

3. **Professional Development Plan** (Due in Week 10 – Dec 6)

Ask what your site's policies and procedures are for supporting professional development of its staff, including what financial support is available for conferences, memberships, workshops, courses, training, or certification. Identify professional development opportunities of any kind that would be valuable for your professional growth (either as a staff member at this site, or for you more generally) for a one-year period of your choosing (next fiscal year, academic year, calendar year). Document all related costs and write a brief justification of the activities you identify.

#### *Third quarter at same internship site*

1. **Professional evaluation of internship site** (Due in Week 6 – Nov 8)

Prepare a site report that discusses the following aspects of your internship site and supervisor:

- Management style
- Collegiality and organizational culture
- Professionalism
- Quality of public service, work products
- Quality of mentorship and support for professional development
- Would you recommend this site to another professional?

2. **Identify professional activities** (Due in Week 10 – Dec 6)

Describe what is needed to advance or remain competitive as a member of your site's professional community. You might address the following criteria, or others:

- Criteria for promotion or professional advancement
- Activities in which you must participate to assure professional, intellectual, or skill advancement
- What professional reading must you do?
- What professional organizations are important?
- What outside training/workshops/credentials are necessary?

- Is publishing or professional presentation of work expected or required?
- Is continuing education required?
- Describe the evaluation process for promotion or advancement at this site.

## **CLASS SCHEDULE**

**Week 0 (Sep 26): Introduction and overview (REQUIRED)**

**Week 5 (Oct 31): Mid-term course session (REQUIRED)**

**Optional, but strongly recommended:** Consider scheduling a mid-term check-in with your site supervisor for around the middle of the quarter, as well—even if you have regular contact during your internship work hours. A dedicated mid-term progress meeting can be a good time for you to receive constructive feedback on what you’re doing well and areas where you might be able to improve.

**Week 10 (Dec 5): Final course meeting (REQUIRED)**

## **ACKNOWLEDGEMENTS**

This syllabus is adapted from those developed for the UCLA Department of Information Studies’ Internship course by previous Internship Program Coordinators Keri Botello and Snowden Becker. I have made some refinements to the course structure and administrative processes, but the core pedagogical work is theirs. I appreciate and am committed to carrying forward their tradition of excellence in mentorship and collaboration with our community and professional partners.

Many of the refinements made to the Internship course administrative processes are in response to thoughtful suggestions made by MLIS students Stephanie Erbe, Alexa Romero, and Ashley Vergara in their strategic review of the Internship program, conducted as part of Jean-François Blanchette’s IS 240 Management of Digital Records course in Fall 2016. Current and future students will benefit from their constructive input.